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TI Global Knowledge Network Begins Training 1,000 Omnitel Employees Over
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TX Cellular Phone Company Selects IT Educator's Competus Framework to
Design and

Deliver Comprehensive Training Program on Office Applications

BURLINGTON, Mass., Feb. 16 /PRNewswire/ -- Omnitel, the second largest GSM mobile telecommunications company operating in Italy, has chosen Global Knowledge Network to train 1,000 employees around Italy over the company intranet. The training will make them more productive at work as Omnitel adopts new versions of Microsoft Windows and Office.

Omnitel is using Global Knowledge's Competus Framework(TM), a suite of tools and services for delivering large managed training programs, to provide intranet-based courses in Microsoft Windows 95, Word, Excel, PowerPoint, and Exchange. The framework enables a broad range of employees -- including secretaries and technical professionals -- to evaluate their current competence in these productivity tools, analyze their training needs, obtain customized instruction plans and then take courses online. A hundred Omnitel employees have access to the training today, and the number will increase as Omnitel deploys its intranet around the country.

"We needed a way to train large numbers of employees on software that will make them more productive, but we didn't want to diminish our productivity by taking people away from their work to attend training classes," said Antonio Zaffaroni, Director of Human Resources Development at Omnitel. "Global Knowledge has provided us with an approach that ensures our employees will enhance their productivity in a cost-effective way, and that enables us to easily expand the system in the future."

Advanced information technology such as the Competus Framework is central to Omnitel's competitiveness and its commitment to continuously update its professional skills and knowledge. Global Knowledge's solution enables Omnitel to customize and rapidly update course material, deploy it over a network to employee desktops, reduce overall training costs and ensure that the training will be up and running. Other determining factors

include the Competus Framework's standards-based modular architecture and its ability to evolve to meet future Omnitel training needs. The Competus Framework, for instance, enables the training system to automatically share detailed training data with the human resources system.

Employees first evaluate themselves through "profiles" of their particular work and through a database of activities, skills, knowledge and contexts that relate to that work. The evaluation lets employees

identify competence gaps and receive an instruction plan to fill the gaps.

The Competus Framework **recommends** only the **training** modules they need -- no more and no less.

The Global Knowledge platform also provides Omnitel with a "virtual classroom" that enables users to optionally receive all the benefits normally associated with classroom training. The virtual classroom uses online chat rooms and conferencing that enable Omnitel to delegate management and moderator functions.

Competus Framework: A custom solution on an open, standard platform. By launching the training, Omnitel joins the ranks of the many Italian companies that rely on Global Knowledge for customized, flexible training solutions that adapt specifically to their learning needs. In March 1998, for instance, Global Knowledge announced it was helping 260 employees of International Factors Italia (Ifitalia), Italy's leading credit management and collection firm, become quickly productive with their new Windows-based PCs and network applications.

"There's no such thing as a universally valid long-distance training system," said Renzo Silvestri, **managing** director of Global Knowledge Network Italia. "Each organization requires a custom solution that matches its unique needs. The Competus Framework has the advantage of being a flexible, open platform that customers can customize and integrate with other company systems according to the needs of each customer."

One key feature of the training is that it allows Omnitel to incorporate training material from other sources regardless of the authoring system used to create it. Also, users can either download course modules to their desktops, saving intranet connection costs, or navigate the intranet training materials in a full Web mode.

"The Omnitel experience shows that our Competus Framework is not a simple remote training material reader utility," Silvestri said. "Rather, it's a complete instrument capable of satisfying the exigencies of very large and widespread organizations with a potential base of tens of thousands of users."

About Omnitel

Omnitel is the first private GSM (Global Service for Mobile Communications) mobile telecommunications company to operate in Italy. In just under one year, Omnitel has successfully completed one of the most ambitious telecommunications projects in Europe: the construction of a high quality GSM network in record time. Today, Omnitel offers customers in the Italian market the freedom to choose between two mobile telecommunications service providers operating in a competitive environment.

Omnitel started construction of its network in February 1995 and by December of the same year it had covered 40 percent of the Italian territory (70 percent of the population), as well as all the major cities.

The In the month of December Omnitel launched its commercial service offering customers high quality innovative services in wireless communications.

of Omnitel network continues to be deployed at record speed and at the end of 1998, reached coverage of 82% of the Italian territory (98% of the population) over 6 million of customer.

Omnitel's single largest shareholder is Olivetti while other shareholders include Air Touch, Bell Atlantic, Cellular Communication, Mannesman. The company's international partners operate 70 telecommunications networks in 20 countries worldwide.

Today the company employs 5,500 people and is organized in a capillary structure of 57 operative centers located throughout the country, that enables it to be closer to its customers and to quickly react to market conditions.

About Global Knowledge Network

Global Knowledge Network of Burlington, Mass., the world's largest independent information technology education company, generates and manages competence for individuals and organizations of all sizes through its world-wide training delivery system. Components of this system include:

- Education Services -- hands-on classroom training and certification;
- Enterprise Services -- consulting and project management for medium and large corporations;
- Knowledge Products -- a wide range of self-paced, technology-enhanced learning programs, including online delivery.

Global Knowledge's courses feature an exclusive <<hands-on, real-world>> approach developed by the American Research Group(TM), which the company acquired in 1997. Additional information on the company is available on the World Wide Web at <http://www.globalknowledge.com>.

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